



Hampden House PRU

Complaints Policy

Adopted by the Management Committee meeting on:

Signed:

Date:

Chair of Management Committee

Review date: June 2021

Member of staff responsible for review: Headteacher



Complaints from Parents/Carers

In accordance with Suffolk County Council Guidelines, Parents/Carers are advised to follow these steps if they have a complaint or concern about their child's experience at Hampden House:

1. Informal – meeting with class teacher

Please start by telling the class teacher (if the complaint relates to school time), or the Head of Care (if the complaint relates to residential care), about your concern. This is usually the best and quickest way of resolving issues

2. Informal – meeting with senior members of staff

If you feel dissatisfied with the outcome of discussions with the class teacher or Head of Care, please ask for an appointment to meet with the Headteacher or a member of the leadership team.

3. Formal – letter of complaint to the Headteacher

If you feel that the issue you have raised has not been resolved through the informal process and you wish to pursue it further you may raise it through the formal procedure. To do this you must write a formal letter of complaint to the Headteacher. Your letter should set out clearly the concern which has previously been discussed and why you feel that the issue is unresolved.

4. Complaint to the local authority

If you believe that the school has not properly followed its complaints procedure or has not acted fairly or reasonably in responding to your complaint you may refer the matter to the local authority. The local authority has no legal right or duty to deal with most complaints about schools. They will provide advice to the parent/carer and Management Committee in the event that a complaint remains unresolved, or if the complaint is specifically about the Headteacher.

You will need to write to the Local Authority giving the details of your complaint, what action you have already taken to try and resolve your complaint and attaching a copy of the written response from the school.

5. Written complaint to the Secretary of State for Education

If on conclusion of all 4 steps you feel that the school's Management Committee and/or the local authority has acted unreasonably you may make a complaint in writing to the Secretary of State for Education.

- See more at: <http://www.suffolk.gov.uk/children-families-and-learning/schools/making-a-complaint-about-a-school/#sthash.ZzWF6u3i.dpuf>

The Management Committee of Hampden House has adopted the Suffolk County Council School Complaints Procedure (see Appendix A) which explains the above steps in more detail



Complaints from Students

The procedures below will be followed in the event of a student making a complaint against a member of staff, a fellow student or any other person or situation either in school or outside.

Students may wish to talk to an adult they trust about a situation relating to school or to a situation outside school. Students are reminded that, although they may speak to any member of staff, there may be occasions where information will have to be referred to other agencies such as Social Services (see Child Protection and Safeguarding Policy).

Within school, students may talk to any member of Education or Care Staff. A student may merely need a trusted adult to talk a situation through with and may not be making a formal complaint. However all actual complaints made by pupils will be recorded by a member of staff in the Complaints Log. Hampden House's response to the complaint will also be recorded.

Where the complaint suggests a Child Protection issue a formal referral will be made to Social Services in line with Hampden House's Safeguarding Policy. An allegation against a member of staff will be referred to the Local Authority Designated Officer, and the Local Authority's procedures and advice will be followed.

If the complaint is serious the pupil's parents/carers will be informed of both the complaint and the outcome. If a complaint is upheld Hampden House undertakes to respond to all recommendations and with appropriate actions.

Hampden House will regularly review this policy and undertakes to evaluate and to respond to recommendations in an ongoing attempt to improve practice.

Students have the right to speak to their parent/carer or an adult from an outside agency. A list of telephone numbers including the Independent Visitor, the Local Authority, Ofsted and Childline is on public display in the main reception area, and a dedicated student phone is available for this purpose.